

DOCKET SECTION

BEFORE THE

POSTAL RATE COMMISSION
WASHINGTON, DC 20268-0001

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POSTAL RATE COMMISSION
OFFICE OF THE SECRETARY

POSTAL RATE AND FEE CHANGES, 1997

Docket No. R97-1

DOUGLAS F. CARLSON
INTERROGATORIES TO THE
UNITED STATES POSTAL SERVICE
(DFC/USPS-15-18)

October 27, 1997

Pursuant to sections 25 and 26 of the *Rules of Practice* and section 2(E) of the *Special Rules of Practice*, I, Douglas F. Carlson, hereby submit interrogatories to the United States Postal Service. Responses to these interrogatories will assist me in preparing my direct case.

The instructions contained in my interrogatories to witness Fronk (DFC/USPS-T32-1-7) are incorporated herein by reference.

Respectfully submitted,



Dated: October 27, 1997

DOUGLAS F. CARLSON

DFC/USPS-15. Please explain in detail how Consumer Service Cards are processed, at all levels of the Postal Service organization, once a postmaster receives the card.

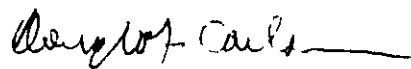
DFC/USPS-16. For each of the past three years, please provide all information that is available in summary form about the types of service problems that customers have brought to the attention of the Postal Service using a Consumer Service Card.

DFC/USPS-17. For each of the past three years, please provide all information that is available in summary form about the specific types of problems that customers have experienced with return receipts. If this information is not available at the headquarters level, please provide this information for all levels for which it is available. (Note: The response to DBP/USPS-33(d) suggests that some "customer feedback" from Consumer Service Cards, including "data," is available to "local managers.")

DFC/USPS-18. For each of the past three years, please provide all information that is available in summary form about the specific types of problems that customers have experienced with post-office-box service. If this information is not available at the headquarters level, please provide this information for all levels for which it is available. (Note: The response to DBP/USPS-33(d) suggests that some "customer feedback" from Consumer Service Cards, including "data," is available to "local managers.")

CERTIFICATE OF SERVICE

I hereby certify that I have this day served the foregoing document upon the required participants of record in accordance with section 12 of the *Rules of Practice* and sections 3(B) and 3(C) of the *Special Rules of Practice*.



DOUGLAS F. CARLSON

October 27, 1997
Emeryville, California